



Ron Speer, General Manager, is a Retiree!

Soos Creek Water & Sewer District's (SCWSD) General Manager Ron Speer retired effective July 1, 2022. Please join us in wishing him well.

Ron has been a valued employee of SCWSD for the past 30 years. His last day in the office was June 30, 2022. Ron joined SCWSD in 1992 as Operations Manager responsible for Field Operations in both water and sewer. In 1996, he was promoted to General Manager. He has a wealth of institutional knowledge having seen SCWSD grow from 17,319 Equivalent Residential Units (ERUs) to 23,805 ERUs in water and 21,112 ERUs to 40,285 ERUs for sewer. He benefited the region with his leadership and participation on the King County Metropolitan Water Pollution Abatement Advisor Committee, Seattle Public Utilities Operating Board, Growth Management Planning Council, Department of Health Operators Certification Committee, and Washington Association of Sewer and Water Districts. Ron also represented the District and the industry on important industry matters and legislation on a State level in Olympia; and even on a national level in Washington, D.C. He developed important relationships with local, state and federal elected officials and officers to the benefit of the District and the industry, and especially the six cities in which the District has operations – Auburn, Black Diamond, Covington, Kent, Maple Valley, and Renton. Ron's career has been one of accomplishments and success. He will be missed!



— Ron Speer



Water is a precious, shared resource.

Future generations are counting on us to preserve water resources. Even though our region is known for rain, each year we have a 'summer crunch' when water demand is high and rainfall is low.

Meet Our New General Manager



— Jane Vandenberg

Jane Vandenberg is the District's new General Manager effective June 21, 2022. Jane has over 25 years of engineering and management experience in the public sector at Pierce County, the Port of Tacoma, King County and the City of Seattle. Most recently Jane led the Pierce County Wastewater Utility which serves customers in both incor-

porated and unincorporated areas of Pierce County. Prior to that Jane was the Director of Engineering for the Port of Tacoma.

Jane has deep roots in the Seattle area and even deeper roots in Soos Creek, where her great-grandparents built Soos Creek Farm in the early 1900's, a few miles south of the District Office. "I look forward to serving you and our community. I am committed to providing safe, reliable, high quality water and sewer services at reasonable rates," said General Manager Vandenberg.

Jane received her bachelor's degree in civil engineering from Seattle University and is a licensed professional engineer.

SCWSD – Winner of the 2022 Tyler Technologies Excellence Award

Tyler Technologies, Inc. announced that Soos Creek Water & Sewer District (SCWSD) is one of 29 public sectors who were selected as winners of its 2022 Public Sector Excellence Award. SCWSD was recognized for creating transparent digital processes that empower communities to accelerate development, improve efficiency, manage processes, and make data-driven decisions.

SCWSD's staff is lean, so when looking to update our enterprise software in 2019, we needed to gain efficiencies. Though we have used Tyler products since 1986, the systems were not set up to communicate with each other. This led to information silos, data duplication, and errors due to manually entering data multiple times. To eliminate these challenges, the new enterprise system (Munis) needed to integrate and address financials, human resources, payroll, utility billing, asset management, permitting, and cashing. With Munis, the District is more efficient, productive, and can provide transparency to management and other stakeholders. SCWSD has taken advantage of technological advances within the software, such as tracking and scheduling work performed on assets, and are able to utilize our staff resource in multiple areas which provides great business value to the District.



To Better Serve You – Update Your Contact Information

With the upgrade of the District's Utility Billing system, we will be able to contact you quickly in case of an emergency. Please contact our Customer Service Department to update your contact information by calling (253) 630-9900 or by e-mail at: customer_service@sooscreek.com.

Utility Rate Reduction Program

In 2021, 65 low income permanently disabled, and 288 low-income senior citizens took advantage of the 30% discount offered on our base rate through this program. The total annual cost of the program was \$33,062.29. Based on equivalent residential units, this translates into an annual cost of 53 cents for all water customers and 51 cents for all sewer customers.

The discount does not apply to the King County Sewage Treatment charges. If you would like an application for the District's Utility Rate Reduction Program, visit: www.sooscreek.com or call: **(253) 630-9900**.

A New Look To Your Utility Bill

Soos Creek Water & Sewer District is in the process of upgrading its Utility Billing system. The design of our utility bill will change prior to December 31, 2022. Information about the new design will be available on our website in the Fall of 2022.

Various bill payment methods will continue to be offered including:

- **Soos Creek AutoPay:** Download and fill out the form from our website at: www.sooscreek.com
- **Pay Online at:** www.sooscreek.com
- **Pay by Phone by calling:** **1 (855) 844-0523**
- **Pay in person at our District Office:**
14616 SE 192nd St.,
Renton, WA 98058

ACCOUNT SUMMARY

Bill Number	1234
Customer Number	ABC12345
Account	987654
Service Dates	02/08/22 - 04/08/22
Service Location	123 Main St Apt 101
Unit	Apr 101
Due Date	05/01/22
Total Due	\$185.14

UTILITY BILL
REMIT PORTION

MAKE CHECKS PAYABLE AND REMIT TO:
Soos Creek Water & Sewer District
PO Box 34077
Seattle, WA 98124-1677

CUSTOMER SERVICE

Monday - Thursday 8am - 5pm; Friday 8am - 4:30pm
(253) 630-9900 Option 3
Answered 24/7 for emergencies
Email us at Customer_Service@sooscreek.com

Visit our website: www.sooscreek.com

ACCOUNT SUMMARY

Customer Name	Jane Sample
Customer Number	ABC12345
Account	987654
Service Location	123 Main St
Unit	Apr 101

USAGE SUMMARY

Meter Number	123456789
Previous Date	02/08/22
Current Date	04/08/22
Previous Read	6531
Current Read	6537
Usage	6 CCF

CONSUMPTION HISTORY (CCF) 1 CCF = 74.8 GALLONS

Month	Usage (CCF)
4/21	~1.5
4/23	~2.5
4/25	~3.5
4/27	~4.5

BILL SUMMARY

Bill Number	1234
Account Type	Residential
Service Dates	02/08/22 - 04/08/22
Days/Average Amount	60 / 3.51
Last Payment Received	02/20/22
Bill Date	04/25/22
Due Date	05/01/22

BILL DETAILS

Water Base Residential	\$12.22*
Water Consumption	\$12.00
Sewer Base	\$26.79*
KC Sewer Treatment Base	\$94.74
Grinder Pump	\$20.00
Street Lights	\$5.73
KC Franchise Fee Water (6%)	\$2.05
KC Franchise Fee Sewer (6%)	\$1.61
****Placeholder****	
****Placeholder****	
****Placeholder****	
Total Current Billing	\$185.14
Previous Balance	\$185.92
Adjustments	\$0
Last Payment Received	\$185.92
Penalties	\$0
TOTAL AMOUNT DUE	\$185.14

* Indicates Senior Discount

- **Pay via US Mail:** Make your check payable to: SCWSD
- **Bill Payer Program (through your financial institution):** Contact your financial institution directly for more information.



Convenience and Ease – Online Electronic Bill Pay Service

The District's online billing and payment service through Invoice Cloud offers customers flexibility to view and pay their water and sewer bills online. Customers have many choices to pay their bill, including by phone and by text.

The easy-to-use payment portal provides customers with quick access to their account to view bills, check their balance, make payments, and enroll in paperless billing. Features include an "at a glance" dashboard, securely storing payment information (if requested), and automatic payment options including: choosing a specific day for payments to process, email reminders, and linking multiple accounts. For customers that choose not to create an account, they can view their current bill and make a one-time payment without registering.

A 24/7 automated payment line is now available for customers to make a payment or check a balance by calling **1(855) 844-0523**. Customers can conveniently sign up for "pay by text" to receive text notifications about their bill and elect to pay through text message with their default payment method.

Access your account today by visiting www.sooscreek.com.



and cleaning wipes. Improper disposal of non-flushable products can clog pipes in family homes.

In community wastewater systems these products can congeal with fats, oils, and grease to create concrete-like masses known as fatbergs. This can result in sewage spills, con-

tamination of the environment, and infrastructure damage at wastewater facilities.

Most "bio-degradable" products do not readily "disperse" upon flushing and actually remain in a solid-state traveling through the sewer system. This type of products clog sewer pipes and pump stations, which causes increased operations and maintenance costs for SCWSD's customers and may cause sewer backups or overflows.

To help keep water and sewer rates stable, and to protect public health, water quality, the environment, and public infrastructure, do not flush anything in the toilet but human waste and toilet paper.

New 'Do Not Flush' Labeling Law Goes Into Effect

On July 1, 2022, a new law went into effect that will benefit the environment, wastewater infrastructure, and residents throughout the state of Washington.

July 1 is the date that the "Do Not Flush" symbol must be on packaging of disposable wipes products sold in Washington, including baby wipes

Water Supply Outlook

Based on current conditions and forecasts, SCWSD anticipates that we will have sufficient water supply for people and fish this summer.

As Always, we continue to ask customers to use water wisely.

For information about ways to save water, visit:

www.savingwater.org.

SOOS CREEK WATER & SEWER DISTRICT

14616 SE 192nd St.

Renton, WA 98058-9420

customer_service@sooscreek.com

Phone: (253) 630-9900

Fax: (253) 630-5289

www.sooscreek.com

Commissioners

Gary Cline
Alice Marshall
Darold Stroud
Alan Eades
Logan Wallace

General Manager

Jane Vandenberg

Meetings are held the first, third and fourth Wednesdays of the month at 4:30 p.m.



The mission of Soos Creek, a public agency, is to provide reliable, high quality water and sewer services in an efficient, cost effective manner.